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Tech Support

Phone Number: 296-9900
Email: techsupport@mintel.net
Hours: Monday through Sunday, 24/7 tech support

Packages Available

Video only

Silver Video	$46.50
Gold Video	$61.95
Gold Plus Video	
w/ HBO	$89.95
w/ Showtime	$89.95

Triple Play

Silver Triple Play	$99.99
Gold Triple Play	$132.99
Gold Plus Triple Play	$159.99

Premium Packages

Showtime	$12.95
HBO	$10.95
Cinemax	$10.95
HBO/Cinemax	$19.90
Starz/Encore	$10.95

Premium Services

HD Locals*	$5.00
HD Networks (must have locals)*	$9.99
HD All	$14.99
Personal Video Recorder (PVR)	$14.00
Pay Per View	$8.95

Video On Demand Rentals

New Releases	$3.99-4.99
Other Titles	$2.99-9.99
Movie Extras	free

**HD is where available
**must have at least silver video to get HD and PVR free locals
**if you wish to upgrade your packages, please call into our office 296-2885

Thank you for choosing Mulberry Digital TV!

FAQs

What will happen with the removal of analog channels in 2009?

As a Mulberry Digital TV customer, you will not be affected. As long as you are connected to our Set Top Box, there is nothing you will need to do. Only those who are receiving analog signals through an antenna will be affected.

I see snow on my TV and no picture, what happened?

It is very common as you learn to use your new STBs to mistakenly turn the TV channel on the tuner in the TV itself. In other words, if your installer tells you to be on channel 3 of the TV to watch Mulberry TV, and by mistake you have changed the TV to channel 13, this would cause the snow because Mulberry TV is on channel 3. The STB handles all channel changing so the TV will never change its channel. To correct it, hit the TV button on your remote and then 3 for channel 3. Then hit your STB button, and you are ready to go again.

How do I turn off the Set Top Box?

A common problem with getting used to the STBs is how to know whether or not it is turned off when you are not watching it. The STB will continue to run if you do not turn it off even though the TV itself is turned off. To turn it off, press the STB button on your remote control and then press the red power button.

ADB STB: A red LED will illuminate when the STB is off
Amino STB: The red LED will continue to illuminate when the STB is off. However, if you press your remote control, the LED will not flash. This confirms it is off.

How do I reboot or restart the Set Top Box and/or modem?

From time to time because of the digital format, the Set Top Box will need to be rebooted. To do this, simply pull the power cable from the back of the unit and plug it back in. It generally takes around 2 minutes to reboot itself. The DSL modem is located at a central location where all of the cables come together. On the back of the modem, there is an on/off toggle switch. Flip the switch off and then back on. The modem will take approximately 2 minutes to reboot.

What may cause a reboot of the STB or modem?

Both devices are very sensitive to lightning and if power is lost during a storm, you may need to reboot. When rebooting the entire system, always begin with the modem, and then move to the STBs. General use over time may also constitute a reboot. The devices carry a tremendous load every second of every day, and just like a computer that runs all the time, it can affect the performance of the devices.

Using Your Mulberry Telephone ADB Set Top Box (STB)

Set Top Box

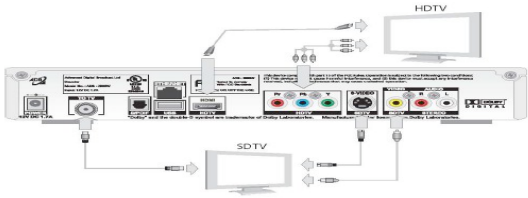
The STB will perform all the interaction with Mulberry Digital TV. It includes a display for time, as well as function keys that will perform the same function as the remote control. You can power off the STB using the power button, restart the STB using the reset button, or select the Menu and use the navigation keys to scroll through to the desired selections. The power LED will be a solid green when the STB is powered on and a solid red when it is turned off.

Mandatory Connections

For the STB to operate properly, it must have its power cable plugged in and an Ethernet feed cable provided by Mulberry Telephone.

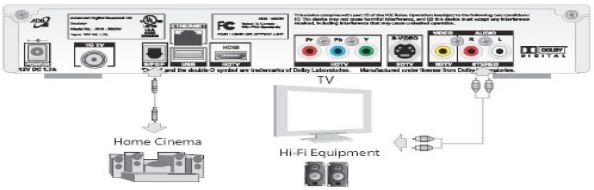
TV Connections

You may choose any of the available types of connections from the STB to your TV. Keep in mind that HDMI and Component (YPbPr) connectors are typically used for HD (High Definition) signals. The S-video, Composite Video, and Coaxial outputs are for SD (Standard Definition) signals.



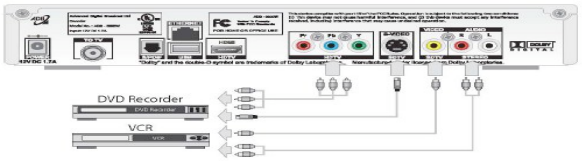
Audio Connections

You may choose one of three types of audio connections. The S/PDIF is available for home theaters and the Hi-Fi stereo output is available for RCA connectors. S/PDIF is used to carry digital audio signals between devices and stereo components.



VCR/DVD Recording Connections

You have the option of connecting a VCR or DVD recorder to the STB to record programming. You may use the Component (YPbPr), Composite Video, or the S-Video connections for the video connection and the Hi-Fi stereo outputs for the audio connection.



Using Your Mulberry Telephone ADB Remote Control #1

The Remote Control

The Mulberry TV ADB remote control is capable of controlling the STB, and basic functions of the TV, and if connected, a DVD or VCR. The remote needs two working AAA batteries to function properly.

To replace the batteries

Locate the cover panel on the back of the remote.

Gently slide the back cover of the remote to remove it.

Install the new batteries as indicated on the remote.

Remote Functions

The mode is selected by pressing the STB, TV, or DVD/VCR mode-select button at the top of the remote. When pressed, the STB, TV, or DVD mode-select buttons illuminate for a second to indicate that the mode has been set.

When any function button on the remote is pressed, the TV or STB button will light to indicate that a command is being transmitted in that mode.
If a button has no valid function in that mode, neither the STB, TV or DVD mode buttons will light.

Using Your Mulberry Telephone ADB Remote Control

Configuring the Remote

You are able to configure the Mulberry TV ADB remote to control your TV, DVD, or VCR using the remote codes. This will enable you to use the Mulberry TV ADB remote to turn on, turn off, increase and decrease volume, mute, switch A/V inputs, as well as other basic functions of your device.

1. Make sure device (TV,DVD,VCR) is switched on (not in standby)
2. Locate the device code in the manufacturer's list
3. Press the device mode key on the remote (TV,DVD,VCR)
4. Press and hold the shift key until it blinks red twice
5. Enter the 4 digit device code using the number keys (the red light will blink twice)
6. Aim at the device and press the power button to see if device turns off
7. If device switches off, the remote is ready to use with the device.
    a. To turn device back on, try using a number key or TV/power

Keep repeating Step 5 until device is working properly

Configuring the Remote: Remote Codes

*Specific remote codes will be available upon request or on our website at www.mintel.net/ADB_Remote_Codes.pdf

Configuring the Remote: Scan/Search method

If the brand of your device is not listed or the codes do not work, you may also try the Search method.

1. Make sure device (TV,DVD,VCR) is switched on (not in standby)
2. Press the TV key on the remote
3. Press and hold the shift key until it blinks red twice
4. Press 9 9 1 The red light will blink twice
5. Press the power key (this causes the device to turn off when the correct code is entered)
6. Press the Program + (channel up) key until the device responds to the remote
    a. Please be patient as it scan through all the codes stored in memory. It could take up to 150 times.
    b. If you skip past a code, you can get to the previous code by pressing the Program – (channel down) key
7. **As soon as appropriate code is found, press and hold the shift key to store the code.**

Configuring the Remote: Volume Punch through

To activate volume punch through

1. Press and hold the shift key until it blinks red twice
2. Press 9 9 3
3. Press the TV key and the red light will blink twice

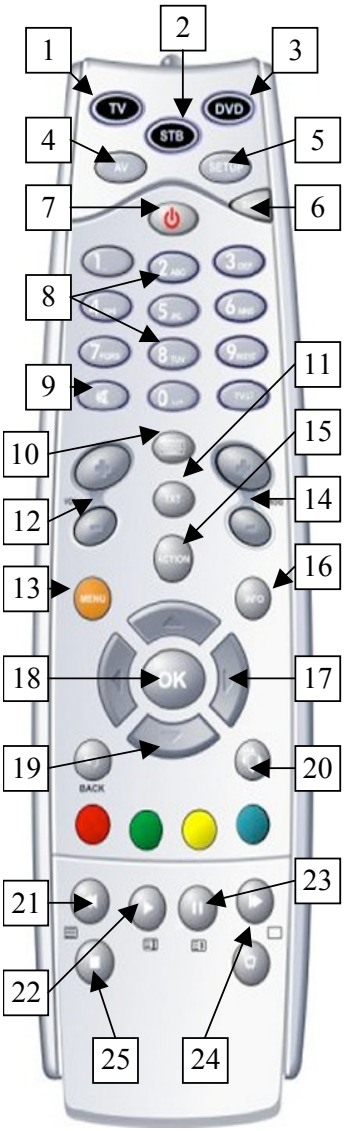
To cancel volume punch through

1. Press and hold the shift key until it blinks red twice
2. Press 9 9 3
3. Press the Volume + key and the red light will blink 4 times

Configuring the Remote: Master Reset

1. Press and hold the shift key until it blinks red twice
2. Press 9 9 7
3. A successful reset is indicated when the red light blinks twice, pauses, and blinks twice again

Using Your Mulberry Telephone ADB Button Control



1. When flashing, **TV** is responding
2. When flashing, **STB** is responding
3. When flashing, **DVD/VCR** is responding
4. **Audio/Video**: Input source for TV
5. Setup: Not used with Mulberry TV
6. **Shift**: Used in programming
7. **Power** key: Turns device(s) on/off
8. **Number Keys**: for direct key entry
9. **Mute Key**: Mutes TV Volume
10. **Virtual** Keyboard: Type Information (if needed)
11. **Text** key: Closed Caption (if available)
12. **Volume Up, Volume Down**
13. **Menu** Key: Mulberry TV EPG Menu
14. **Channel Up, Channel Down**
15. **Action** Key: Electronic Program Guide (EPG)
16. **Info** Key: Program Information
17. **Navigation Keys**: Up, Down, Left, Right
18. **OK** Key: Select during Navigation
19. **Back** Key: Return to Previous Channel
20. **Exit** Key: Exits out of location
21. VOD/PVR/Controls: Rewind
22. VOD/PVR Controls: Play
23. VOD/PVR Controls: Pause
24. VOD/PVR Controls: Fast Forward
25. VOD/PVR Controls: Stop

Using Your Mulberry Telephone ADB Remote Control #2

The Remote Control

The Mulberry TV ADB remote control is capable of controlling the STB, and basic functions of the TV, and if connected, a DVD, VCR, and/or a stereo receiver. The remote uses two AAA batteries to function properly.

To replace the batteries

Locate the cover panel on the back of the remote.

Gently slide the back cover of the remote to remove it.

Install the new batteries as indicated on the remote.

Remote Functions

The mode is selected by pressing the STB, TV, or Audio, Auxiliary, or DVD mode-select button at the top of the remote. When pressed, mode-select buttons illuminate for a second to indicate that the mode has been selected.

When any function button on the remote is pressed, the TV or STB button will light to indicate that a command is being transmitted in that mode. If a button has no valid function in that mode, neither the STB, TV or DVD mode buttons will light.

Configuring the Remote

You are able to configure the Mulberry TV ADB remote to control your TV, DVD, VCR, or audio device using the remote control codes. This will enable you to use the Mulberry TV ADB remote to turn on, turn off, increase and decrease volume, mute, switch A/V inputs, as well as other basic functions of your device. To configure the remote, use the following steps:

1. Make sure the device is switched on (not in standby)
2. Locate the device code in the manufacturer's list
3. Press the device mode key you wish to configure on the top of the remote
4. Press and hold the **RCU SETUP** key until it blinks twice
5. Enter a device code using the number keys. If the code is correct, the mode key blinks twice. If not, it will emit one long blink.
6. Repeat steps 3-5 until a code is correct
7. When a correct code is entered, press the red POWER button. The device should turn off. If not, keep trying the codes until one works properly.
8. If no provided code works, try using the Automatic Search method.

Configuring the Remote: Remote Codes

*Specific remote codes will be available upon request or on our website at www.mintel.net/ADB_Remote_Codes.pdf

Configuring the Remote: Scan/Search method

If the brand of your device is not listed or the codes do not work, you may also try the Automatic Search method.

1. Make sure device is switched on (not in standby)
2. Press the device mode key on the remote
3. Press and hold the **RCU SETUP** key until it blinks twice
4. Press 9 9 1 The mode key will blink twice
5. Aim remote at device & press the power key (this causes the device to turn off when the correct code is entered)
6. Press the Program + (channel up) key until the device responds to the remote
    a. Please be patient as it scan through all the codes stored in memory. It could take up to 150 times.
    b. If you skip past a code, you can get to the previous code by pressing the Program – (channel down) key
7. **As soon as appropriate code is found, press and hold the RCU SETUP key to store the code.**

Configuring the Remote: Volume Punch through

To activate volume punch through

1. Hold the **RCU SETUP** key until it blinks twice
2. Press 9 9 3
3. Press the TV key and the red light will blink twice

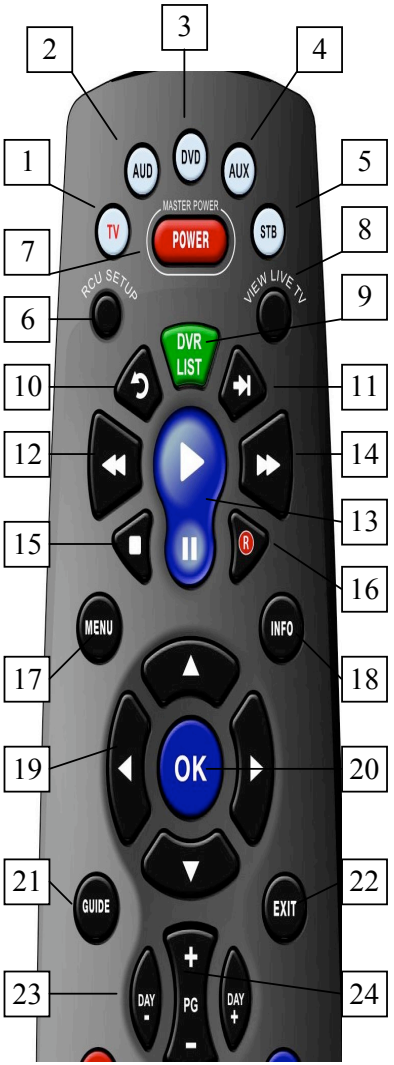
To cancel volume punch through

1. Hold the **RCU SETUP** key until it blinks twice
2. Press 9 9 3
3. Press the Volume + key and the red light will blink 4 times

Configuring the Remote: Master Reset

1. Hold the **RCU SETUP** key until it blinks red twice
2. Press 9 8 0
3. A successful reset is indicated when the red light blinks twice, pauses, and blinks twice again

Using Your Mulberry Telephone ADB Button Control



1. When flashing, **TV** is responding
2. When flashing, **Audio** device is responding
3. When flashing, **DVD** is responding
4. When flashing, **Auxiliary** is responding
5. When flashing, **STB** is responding
6. **RCU Setup**: Used in programming
7. **Power Key**: Turns device(s) on/off
8. **View Live TV**
9. **DVR List**
10. **Return**
11. **Skip**
12. **VOD/PVR/Controls**: Rewind
13. **VOD/PVR/Controls**: Play/Pause
14. **VOD/PVR/Controls**: Fast Forward
15. **VOD/PVR/Controls**: Stop
16. **VOD/PVR/Controls**: Record
17. **Menu Key**: Mulberry TV EPG Menu Screen
18. **Info Key**: Program Information
19. **Navigation Keys**: Up, Down, Left, Right
20. **OK Key**: Select during Navigation
21. **Guide Key**: Electronic Program Guide (EPG)
22. **Exit Key**: Exits out of location
23. **Day+/Day-**: Scroll ahead by days in the EPG
24. **PG+/PG-**: Scroll up/down through the EPG 5 networks at a time

Using Your Mulberry Telephone ADB Button Control

25. Red Macro
26. Green Macro
27. Yellow Macro
28. Blue Macro
29. **Volume Up/Volume Down**
30. **Channel Up/Channel Down**
31. **VOD**
32. **Mute**: Mutes TV Volume
33. **Network**
34. **Last**: Return to Previous Channel
35. **Number Keys**: For direct key entry
36. **Delete Key**: Removes entry
37. **Virtual Keyboard**: Type information if needed
38. **PIP**
39. **Swap**
40. **Move**
41. **CC**: Closed Captioning
42. **Input:** Audio/Video Inputs
43. **Phone**
44. **WWW**
45. **SAP**

Some remote functions are not currently used by Mulberry TV

Using Video on Demand

How to use Mulberry Digital TV Video on Demand (VOD)

1. On your ADB remote control, push your Menu button
2. Use your Navigation Keys to toggle over to Rentals and hit the OK button
3. The VOD section will appear
4. Toggle through the categories using your Navigation Keys
5. Click OK on the category and a list of available Rentals will appear
6. Toggle through the Rentals with your Navigation Keys
7. You can view the Movie Description in the upper section of the page. This will include **the title, the price, and the duration of the movie, if it is an extended rental.**
   (I.e. 3 day rental)
8. Select the movie you wish to rent by pushing the OK button
9. Choose from: Watch the Trailer (if it is available), Rent Movie, or cancel and hit the OK button
10. Before renting, you will be required to enter you PIN number
    ***the PIN number was assigned at your install, if you do not know your PIN number, by default, it is the last four digits of your phone number
11. After entering your PIN number, toggle down to **RENT** using your navigation keys and hit OK
12. Enjoy the movie

You can stop, pause, rewind, and fast forward with your ADB Remote

Using Video on Demand

How to use the Vault for Video on Demand

1. On your ADB remote control, push your Menu button
2. Use your Navigation Keys to toggle over to Vault and hit the OK button
3. Your curser is on the Video category already so hit the OK button
4. This will display a list of movies you have rented and are still available
5. Toggle through the list with your Navigation Keys and hit OK button on the movie you wish to see again
6. If you did not complete the movie, you will have the option of starting it where you left off or from the beginning

FAQ

Can I watch the movie more than once?

Yes, you can view it multiple times during the rental period. After your initial view, go to the Vault to access the rental.

How will I be billed for my rentals?

The movies that you rent will be billed on your telephone bill.

How much are the movies?

Movies can range in price from $2.99-9.99. It is based on movie titles, length of rental, and movie genre. Some titles are free rentals as well.

Are there previews of the movies?

Yes, some movies have trailers that are available to watch at no charge. However, not all movies have them.

What if the movie doesn't play?

Please contact Mulberry Telephone at 296-9900 or at 296-2885 for a solution.

Using the ADB PVR Set Top Box

The Personal Video Recorder (PVR) enables you to play, pause, stop, or rewinding live TV, as well as record programming through the Set Top Box. All recordings are stored in the PVR section of the Menu Bar. If the bandwidth is available, you can watch one show and record another show.

To Pause, Rewind, Fast Forward during Live TV

Press the corresponding keys at the top or bottom of the remote. You can use the Pause, Rewind, Play, and Fast Forward buttons.

To Record a Program directly:

Press the Red Record button on the bottom right corner of the remote. This begins recording on that particular program. To stop it, simply press the stop button in the lower left corner of the remote.

To Record from the EPG Guide:

Open up the EPG Guide. Scroll to the program you would like to record. Then press the OK button. This prompts a menu to select from. Pick the appropriate selection from Set Recording, Set Reminder, Set Auto Tune, or Schedule Event. Set Recording enables you to pick a program playing in the future to be recorded. It is marked with a red button. Set Reminder sets a prompt to be displayed when the program begins. It is marked with a yellow button. Set Auto Tune will tune your STB to the channel automatically. Schedule Event will allow you to schedule a date and time for duplicate recording.

High Definition (HD) Information

Thank you for choosing High Definition television through Mulberry TV. HD is the present and the future of the television watching experience. We have included some information about using the HD streams and some troubleshooting tips to help you get to know how it all works.

1. The HD signal requires much more bandwidth to make the channel work. Each HD stream is equivalent to more than two streams of standard definition video. This makes it very important to understand your limitations to having multiple Set Top Boxes running while watching HD programming. Most customers will only be able to watch the single HD stream or one HD stream and one SD stream simultaneously. There is a data pipe provided by Mulberry Telephone through the DSL connection that determines how many STBs you can watch. The picture below explains this.

Data pipe through DSL

Example A: Proper use of 1 HD stream to STB, 1 SD stream to STB

HD stream >>>>>>>>>>> HDTV 12Mb/sec
SD stream >>>>>>>>>>> SDTV 4.5Mb/sec

=16.5 Mb/sec through pipe

Example B: Improper use of 1 HD to STB, 1 SD stream to STB

HD stream >>>>>>>>>>> HDTV 12Mb/sec
SD stream >>>>>>>>>>> SDTV 4.5Mb/sec
SD stream >>>>>>>>>>> SDTV 4.5Mb/sec

=21 Mb/sec through pipe

Example A has enough bandwidth to watch one HD stream and one SD stream and is working properly. Example B has the same amount of bandwidth, but it has one extra STB running and is causing the pipe to fill up with extra data. The pipe is pushing 21 Mb/sec through a 16.5 Mb/sec pipe. (troubleshooting tip #1)

2. The HD streams are digitally transcoded to work on our DSL system. There could be occasional pixelization because of this process. If you are seeing more than that, please notify Mulberry Telephone as soon as possible.
3. You should change your output settings on the STB. To do this, click on your MENU button on your remote. Scroll to Settings, enter your password, and move down to hardware settings. Click on display settings and change it to 1920x1080 (bottom option.) This will change your outputs to HDMI and component only. The EPG on the Coax output is then disabled so if you are hooked up through coax, you will need to change cables for HD. You may purchase HD cables from Mulberry Telephone if needed.

Troubleshooting Tips

1. If HD stream is pixelizing, the first step is to see if you have too many Set Top Boxes turned on compared to your allocated bandwidth. If you have too many on, the data pipe fills up with too much data and will cause the picture and audio to break up. Simply turn off the other STBs to fix the problem.
2. We are noticing the local stations will sometimes have problems at their source location. To identify if that is the case, flip to another HD channel. If the problem goes away, it is that station.
3. Turning off the TV does not turn off the STB. You must turn off the STB separately.

*You must have at least the Silver Video package to take HD.
*All HD packages are where available

Using Your Mulberry Telephone Amino Set Top Box (STB)

Set Top Box

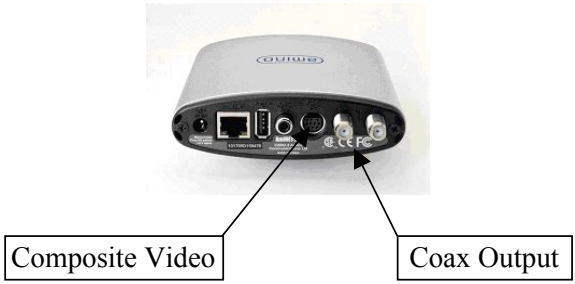
The Amino 110 STB will perform all the interaction with Mulberry Digital TV. All connections are made on the back of the STB. The power LED will be red when the STB is powered on and will flash it interacts with the remote control. It is an oval shape and can be placed horizontally or vertically.

Mandatory Connections

For the STB to operate properly, it must have its power cable plugged in and an Ethernet feed cable provided by Mulberry Telephone.

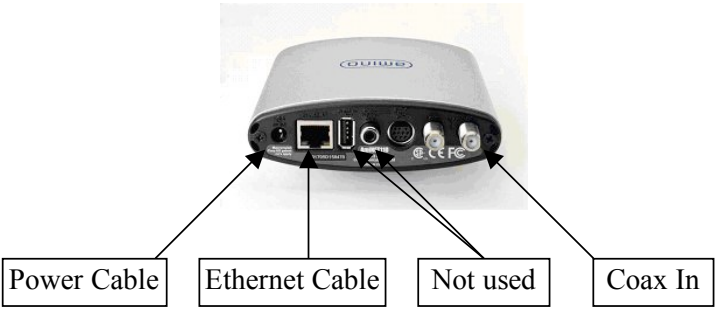
TV Connections

You may choose to connect through a coaxial or composite (yellow, red, and white connectors) video from the STB to your TV. If you choose to connect through the composite video input, the cable is proprietary to the Amino STB and supplied by Mulberry Telephone.



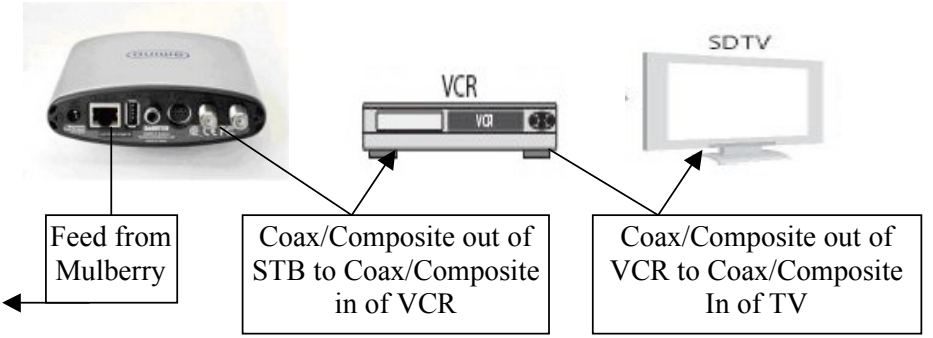
Other Connections

Below is a picture showing the other connections to the Amino 110 STB.



Connecting to a VCR

You have the option of connecting the Amino 110 STB to a VCR for recording purposes. A coaxial or composite video cable will output from the STB and go to the corresponding input of the VCR. The signal will then output from the VCR and connect to the corresponding input of the TV. To record a program, the STB **must** be on the channel desired to record.


VCR
SDTV
Feed from Mulberry
Coax/Composite out of STB to Coax/Composite in of VCR
Coax/Composite out of VCR to Coax/Composite In of TV

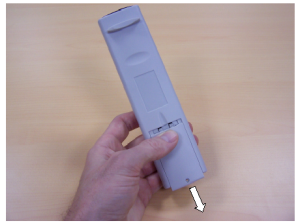
Using Your Mulberry Telephone Amino Remote Control

The Remote Control

The Amino remote control is universal and is capable of controlling the basic functions of the television as well as the Amino Set top box.

To Replace the Batteries

The remote takes 3 AAA batteries. The battery cover is removed by gently pushing on the recess and sliding the cover downwards.

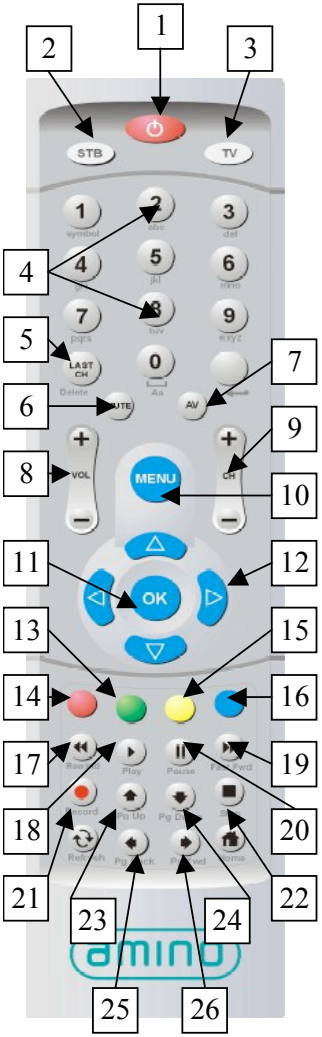


STB and TV Modes

The remote control operates in one of two modes, either STB mode or TV mode.
The mode is selected by pressing the TV or STB mode-select button at the top of the remote. When pressed, the TV or STB mode-select buttons illuminate for 1 second to indicate that the mode has been set. When any function on the remote is pressed, the TV or STB button will light to indicate that a command is being transmitted in that mode. If a button has no valid function in that mode, neither the TV nor the STB mode buttons will light.

Using Your Mulberry Telephone Amino Remote Control

Amino Button Control



1. **Power:** Turns devices on/off
2. **STB Key:** When flashing, STB is responding
3. **TV Key:** When flashing, TV is responding
4. **Number Keys:** For direct key entry
5. **Last Channel:** Return to Previous Channel
6. **Mute:** Mutes the TV Volume
7. **Audio/Video:** Input source for TV
8. **Volume Up, Volume Down**
9. **Channel Up, Channel Down**
10. **Menu:** Mulberry TV EPG Menu
11. **OK Key:** Select during Navigation
12. **Navigation Keys:** Up, Down, Left, Right
13. Tools: Not used
14. **Info:** Program Information
15. **Guide:** Electronic Program Guide (EPG)
16. **Exit:** Exits out of Current Location
17. VOD/PVR Controls: **Rewind**
18. VOD/PVR Controls: **Play**
19. VOD/PVR Controls: **Fast Forward**
20. VOD/PVR Controls: **Pause**
21. VOD/PVR Controls: **Record**
22. VOD/PVR Controls: **Stop**
23. EPG Controls: **Page Up**
24. EPG Controls: **Page Down**
25. EPG Controls: **Page Back**
26. EPG Controls: **Page Forward**

Using Your Mulberry Telephone Amino Remote Control

Configuring Your Remote

You are able to configure the Amino remote to control your TV set using the supplied codes. This will enable you to use the Amino remote to turn on, turn off, increase and decrease volume, mute, switch A/V inputs, as well as other functions of your TV.

1. Locate your TV manufacturer in the list of TV codes.

2. Point the Amino remote at the TV.

3. Hold down the OK button on the Amino remote and push and hold the TV button until the TV button illuminates RED.

4. When it has become red, release the buttons and enter in a 3-digit code from the list.

5. After entering the code, the red light will disappear.

6. Use your volume button to test the code.

7. If volume works, test power button, mute, etc.

8. If volume does not work, start with Step 3 and use the next code.

9. Keep repeating Step 3 until TV working properly.

Using Video on Demand

How to use Mulberry Digital TV Video on Demand (VOD)

1. On your Amino remote control, push your Menu button
2. Use your Navigation Keys to toggle over to Rentals and hit the OK button
3. The VOD section will appear
4. Toggle through the categories using your Navigation Keys
5. Click OK on the category and a list of available Rentals will appear
6. Toggle through the Rentals with your Navigation Keys
7. You can view the Movie Description in the upper section of the page. This will include **the title, the price, and the duration of the movie, if it is an extended rental.**
   (i.e. 3 day rental).
8. Select the movie you wish to rent by pushing the OK button
9. Choose from: Watch the Trailer (if it is available), Rent Movie, or cancel and hit the OK button
10. Before renting, you will be required to enter you PIN number
    ***the PIN number was assigned at your install, if you do not know your PIN number, by default, it is the last four digits of your phone number
11. After entering your PIN number, toggle down to **RENT** using your navigation keys and hit OK
12. Enjoy the movie
    You can stop, pause, rewind, and fast forward with your Amino Remote

Using Video on Demand

How to use the Vault for Video on Demand

1. On your Amino remote control, push your Menu button
2. Use your Navigation Keys to toggle over to Vault and hit the OK button
3. Your curser is on the Video category already so hit the OK button
4. This will display a list of movies you have rented and are still available
5. Toggle through the list with your Navigation Keys and hit OK button on the movie you wish to see again
6. If you did not complete the movie, you will have the option of starting it where you left off or from the beginning

FAQ

Can I watch the movie more than once?

Yes, you can view it multiple times during the rental period. After your initial view, go to the Vault to access the rental.

How will I be billed for my rentals?

The movies that you rent will be billed on your telephone bill.

How much are the movies?

Movies can range in price from $2.99-9.99. It is based on movie titles, length of rental, and movie genre. Some titles are free rentals as well.

Are there previews of the movies?

Yes, some movies have trailers that are available to watch at no charge. However, not all movies have them.

What if the movie doesn't play?

Please contact Mulberry Telephone at 296-9900 or at 296-2885 for a solution.

DSL and Modem information

www.mintel.net

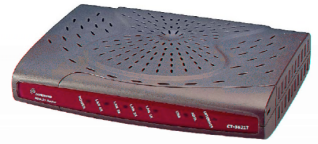
DSL MODEM 1

Your Mintel DSL modem is a BEC 7402T series modem/router.
The lights across the front of the modem are as follows:

POWER: It will remain solid telling you the power is on.
SYS: It is green when the system is ready to begin sync.
WLAN: If the modem is wireless, this light will flash when ready.
LAN: It will flash as network traffic comes through modem.
The numbers 1, 2, 3, and 4 refer to the ports you are plugged into.
ADSL: This is the DSL link light. This shows the connection between the modem and Mintel.
This is a solid link light and must be solid to browse the internet.
PPP/Mail: This light is not used for Mintel.
The four Ethernet ports on the back, E1-E4, can be used to share the DSL connection or split between video and DSL ports.

******DO NOT RESET DSL MODEM UNLESS SPECIFIED BY MINTEL INTERNET******

DSL MODEM 2



Your Mintel DSL modem is a Comtrend 5621T series modem/router.

The lights across the front of the modem are as follows:

LAN: This is the status or activity light. It will flash as network traffic comes through modem.
The numbers 1, 2, 3, and 4 refer to the ports you are plugged into.
USB: This option is not used with Mintel Internet
ADSL: This is the DSL link light. This shows the connection between the modem and Mintel when it is solid green.
Internet: This light illuminates solid when the modem is internet ready
Alarm: Some older modems will have an alarm light. This illuminates when there is no ADSL link.

The four Ethernet ports on the back, E1-E4, can be used to share the DSL connection or split between video and DSL ports. It is marked on the modem by Mulberry Telephone. The internet port is always port 1 unless otherwise noted.

If at anytime the modem does not look as it should, please refer to the troubleshooting portion of this guide to further assist you.

******DO NOT RESET DSL MODEM UNLESS SPECIFIED BY MINTEL INTERNET******

Firewalls and Routers

For your protection, Mintel supplies a firewall/router inside the modem. The real issue is how to make your computer secure when it is connected. Not having protection is like leaving your car running with the doors unlocked and the keys in it which a thief might interpret as "please steal me". Locking a car, using a "club" or installing a security system makes stealing a car more difficult, as is having your computer behind a Firewall or a Router makes it harder to hack into.

What is a Firewall?
A system designed to prevent unauthorized access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both. Firewalls are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially intranets. All messages entering or leaving the intranet pass-through the firewall, which examines each message and blocks those that do not meet the specified security criteria.

For connecting two or more computers to the Internet, you should use a hardware router with firewall features along with your personal firewall software.

What is a Router?
It is a device that forwards data packets along networks. A router is connected to at least two networks, commonly two LANs or WANs or a LAN and its ISP's network. Routers are located at gateways, the places where two or more networks connect. Routers use headers and forwarding tables to determine the best path for forwarding the packets, and they use protocols such as ICMP to communicate with each other and configure the best route between any two hosts.

This page is for reference only….a firewall and a router included with the modem supplied by Mintel.

TROUBLESHOOTING

Why isn't the TV or the Internet working? There can be several different reasons why, but let's start with the basics. Check your connections. Make sure you are plugged into the phone jack. Check the modem and see if everything is plugged into the back of it as with the computer. Surge protectors can also be turned off by accident, so check all of your connections.

Restart your computer, your STB, your modem, and/or your router: Do this one at a time to help identify a cause of trouble. All are sensitive pieces of equipment and will need restarted from time to time.

Computer Network card Enabled or disabled: XP and Windows 2000 Users. Make sure your network card is enabled. Go to Start, Click on network connections and look for the local area connection icon. Underneath the icon it should say enabled. If for some reason it says disabled, just right click on the icon and left click on enabled.

Loss of Power: If you lose power, it may be necessary to reset your modem, router, STB, or computer. To reset your modem you just simply unplug it and then plug it back in. You will need to keep your directions to your router in order to learn how to reset it.

Weather: Even the best grounded facilities are not immune to lightning strikes. Modems, routers, STBs, and surge protectors are all sensitive equipment and just a small surge of electricity can deem them useless. Even UPS systems can not guarantee complete protection. When the threat of weather is looming, the best way to protect you from such a hit is to unplug your modem or router from the phone jack. You may even want to unplug your equipment from the power outlet. By doing both of these steps together is your only guarantee on avoiding such a strike.

TROUBLESHOOTING

If for some reason your were not available to do the above and your connection has been lost, there are a few things you can do to verify if the trouble is in the house or on the telephone company's side.

Unplug the modem from the jack and plug in a phone. Even though it is a DSL line, there is still dial tone coming from the jack. Unplug the modem and plug a telephone into the jack, you should have dial tone.

Bypass the surge protector. Unplug the line cord from the jack to the surge protector and plug directly into the modem. It may also be necessary to bypass your router using the same method. This would give you a direct connection from the jack to the modem, and then to the computer.

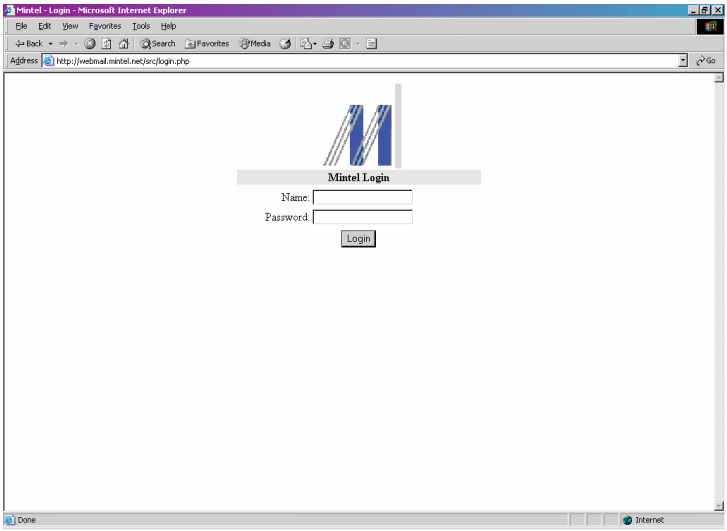
After following these steps and you still do not have an internet connection, please call our tech support number **296-9900** for further assistance, or Mulberry Telephone Company at **296-2885**.

GET YOUR MAIL FROM ANYWHERE!

As a mintel.net customer, you will be able to send and receive e-mail from any place you can access the internet. Whether you are out of town, out of the country, or even at work, your e-mail is accessible 24 hours a day 7 days a week.

Just go to www.mintel.net

Click on the "Webmail" link found on the main page as well as the link bar. Enter in your user name only (Note: do not type @mintel.net) and password at the prompts.
Once in to the program, you can send, receive, create an address book, and most other functions of a standard email program.



RETURN CHECKLIST

Modem: _____

Power cables: _____

Set Top Boxes: _____

Ethernet cables: _____

Surge Protector: _____

Phone wires: _____
Other: _____

Name: _____
Address: _____
Phone: _____

_____ _____
Signature Date

Notes

AMINO REMOTE CODES				
A TANDY	094		CROSLEY	163,213
ABEX	115		CROWN	094,105
ADMIRA	114,127,200		CURTIS MATHES	016,036,038,041,055,069,075,093 094,098,111,114,127,149,163,196 198,212,213,215,219,228,229,231 233
ADVENTURA	113		CXC	105
AIKO	105,112,197		DAEWOO	029,030,033,036,072,094,100,103 105,112,119,153,157,158,159,160 197,199
AIWA	148		DANSAI	100
ALARON	109,217		DAYTRON	036,094,103
AKAI	033,110,111,157		DENON	069
ALBA	043		DECCA	027,100
ALLERON	109		DIXI	033,100,107
AMBASSADOR	108		DUMONT	001,036,089,103
AMERICA	105		DWIN	076
AMPRO	234		DYNATECH	088
AMSTRAD	048,108		ELECTROBAND	095,101,195,232
ANAM	025,104,105,106,107		ELECTROHOME	094
ANAM NATIONAL	104,214		ELECTRON	094
AOC	036,041,102,103,111,116		ELIN	100
ARCHER	116		ELTA	033
AUDIOSONIC	100		EMERSON	000,002,006,007,008,009,011,036 038,041,081,082,083,084,085,086 087,090,092,094,098,101,103,105 108,109,200,217
AUDIOVOX	105,116,197,199		ENVISION	036,041,111
BAUER	044		ERRES	100
BAUR	100		ETRON	033
BAYSONIC	105		FERGUSON	100
BEIJING	151,155,156		FINLUX	100
BELCOR	036,103,157		FISHER	017,038,080,098
BELL&HOWELL	038,098,099		FORMENTI	044
BEON	100		FORMONTI	100
BRADFORD	105		FORTRESS	114
BROCKWOOD	036,103		FUJITSU	109,217,224
BROKSONIC	083,116,200		FUNAI	048,105,109,141,150,152,217
BUSH	100		FUTURETECH	105
CANDLE	035,036,041,096,097,111,113,215		GE	013,016,020,036,041,075,076,077 078,079,081,086,104,114,127,196 199,212,214,228,229,231,233
CAPEHART	102		GEC	027,100
CARNIVALE	041,157		GEMINI	039
CARVER	010,163,213		GENEXXA	043
CATHAY	100		GIBRALTER	089,103,111
CELEBRITY	095,195,232		GOODMANS/TASHIK0	027,066,100
CENTURION	041		GRADIENTE	028,065,157,215
CHANGHONG	154,155,156,162		GRANADA	100
CINERAL	105,197,199		GRUNDIG	178,179,180,181,182,183,184,185 186,187,188
CITIZEN	035,036,041,092,093,094,096,097 105,111,112,113,149,197,215		GUNPY	105,109,217
CLAIRTONE	101		H/K	072
CLARIVOX	100		HALLMARK	036,041,086
CONCERTO	035,097,215		HANSEATIC	100
CONROWA	175		HARLEY DAVIDSON	109,217
CONTEC	090,091,101,105		HARMAN/KARDON	163,213
CORANDO	094		HARVARD	105,106
CRAIG	025,105		HINARI	100,109

AMINO REMOTE CODES PAGE 2				
HITACHI	018,035,067,068,069,070,071,087 094,097,135,215		MIDLAND	001,019,075,076,089,094,115 200,212,228,233
HYPSON	100		M-ELECTRONIC	075,089,196
IMA	105		MINUTZ	079
INDIANA	100		MITSUBISHI	022,032,036,056,057,066,079,086 103,110,114,138
INFINITY	163,213		MONTGOMERY	109
INFINITY REFERENCE	010		MOTOROLA	022,041,104,114,127,157,214
INTERFUNK	100		MTC	035,036,041,088,093,097,101,103 111,149,215
INTEQ	001,089		MULTITECH	088,105,127
ITT	061		NAD	036,055,062,086,105
JANEIL	113		NEC	024,035,036,041,066,097,103,105 111,132,171,215
JBL	010,163,213		NECKERMANN	100
JCB	095,195,232		NEI	100
JENSEN	031		NIKKAI	027,043,100,115
JINXING	153,154,155,156,157,162,163,164 165,169,173		NIKKO	036,041,086,105,111,112,197
JVC	026,028,064,065,066,084		NOSHI	053
KAWASHO	090		NOVABEAM	072
KAYPANI	102		NTC	105,112,157
KEC	105		ONWA	041,105,157,197
KENWOOD	036,041,103,111		OPTIMUS	038,055,105
KLOSS	063,072,113		OPTONICA	019,054,098,114,198
KONKA	221,222,225,226		ORION	083,100,127,217
KTV	041,092,094,101,105,111		OSAKI	027,115
LEYCO	100		OTTO VERSAND	100
LG(GOLDSTAR)	003,012,035,036,041,073,074,086 094,097,100,103,111,115,215		PANASONIC	010,019,025,075,083,104,109,131 137,143,200,212,214
LIESENK&TTER	100		PANDA	154,172
LLOYTRON	094		PENNY	016,019,036,041,052,053,062,073 075,076,078,079,086,093,094,103 104,111,115,116,212,215,228,231 233
LOEWE	100		PEONY	156,162
LOGIK	099,177		PHILCO	036,041,058,059,060,061,062,063 069,075,079,096,103,111,149,157 196,213
LUXMAN	035,097,215		PHILIPS	010,040,069,100,157,163,200,213
LXI	010,036,038,041,062,076,086,098 163,196,213,228,233		PHONOLA	100
MAGNAVOX	010,034,039,040,041,042,058,059 060,061,063,066,096,111,163,213 217,218,230		PILOT	010,036,041,094,103,111,163
MAJESTIC	099		PIONEER	051,055,087,157,223
MARANTZ	010,022,036,041,100,111,213		PORTLAND	036,094,103,105,112,198
MARK	100		PRICECLUB	093
MATSUSHITA	019		PRINCETON	227
MATSUI	027,033,100		PRISM	075,157,197,212
MEDIATOR	100		PROSCAN	075,076,228,233
MEGATRON	036,041,069,086,116		PROTECH	100
MEI	101		PROTON	036,050,086,094,102,116,196,219
M-ELECTRONIC	100		PULSAR	001.036,041,089
MEMOREX	022,033,036,038,041,057,086,097 098,099,177,215,217		PULSER	103
METZ	179,183,189,190,191,192,193,194		QUASAR	025,075,089,104,157,212,214
MGA	022,036,041,056,057,086,103,111		QUELLE	100
			RADIOSHACK	036,038,041,054,075,094,103,105 112,115,127,157,196,215,228,233

AMINO REMOTE CODES PAGE 3				
RADIOLA	100		TATUNG	027,088,100,104,116,214
RCA	005,014,015,018,019,036,041,049 053,075,076,077,087,103,114,212 216,223,228,229,231,233,235,236 237		TCL	156,163,170
REALISTIC	036,038,041,054,086,094,097,098 103,105,111,115,157,196,215		TECHNOL ACE	109,217
RHAPSODY	101		TECHNICS	019,075,212
R-LINE	100		TECHWOOD	035,075,097,157,212,215
RUNCO	001,041,089,098,105,111,157,220		TEKNIKA	010,022,035,036,057,093,094,096 097,099,103,105,109,112,113,157 163,177,197,213,215,217
SAISHO	033,108		TELEFUNKEN	157,215
SAMPO	036,041,094,102,105,111,115		TELETECH	033
SAMSUNG	033,034,035,036,041,086,093,094 097,100,103,111,115,149,215		TERA	050
SAMSUX	094		THAKRAL	167
SANSEI	199		THORM	100
SANSUI	200		TMK	035,036,041,086,097,108,215
SANYO	017,023,027,038,066,080,091,098 123,125,126,202,203,204,205,206 207,208,209,210,211		TNCI	001
SBR	100		TOSHIBA	038.052,062,066,093,098,130,149
SCHEDIDER	100		TOSONIC	101
SCIMITSU	036,103,157		TOTEVISION	094
SCOTCH	036,041,086		TRICAL	091
SCOTT	036,041,083,086,094,103,105,109 217		UNIVERSAL	078,079
SEARS	010,016,017,035,036,038,041,048 052,062,076,080,086,097,098,109 141,163,196,213,215,217,228,233		UNIVERSUM	100
SEMIVOX	105		VECTOR RESEARCH	036,041,111
SEMP	062		VESTEL	100
SHANGHAI	156,168		VICTOR	028,065
SHARP	046,047,054,066,091,111,114,127		VIDEO CONCEPT	110
SHOGUN	036,103,157		VIDIKRON	010,021,163,213
SIGNATURE	099,177		VIDTECH	036,041,086,103
SIMPSON	058,096,218		VIKING	113
SOLAVOX	115		WARDS	010,036,041,045,054,058,059,060 061,077,078,079,086,097,099,103 109,111,177,213,215,217
SONOKO	100		WATSON	100
SONTEC	100		WHITE Westinghouse	200
SONY	037,045,066,084,095,128,144,195 232		XOGEGO	161,162,166,174,176
SOUNDESIGN	036,041,086,096,105,109,217		YAMAHA	036,041,103,111
SOUNDWAVE	100		YOKO	100
SPECTRICON	116		ZENITH	001,004,089,099,105,177,197,200
SQUAREVIEW	048,141		ZONDA	116
SSS	036,089,103,105,157			
STAR-LITE	105			
SUPREM	095,195,232			
SUPRE-MACY	113			
SURPA	035,097			
SYLVANIA	010,036,041,044,058,059,060,061 063,096,111,157,163,213			
SYMPHONIC	048,141			
SYSLINE	100			
TANDY	027,043,114,127			